Job Description & Person Specification

Senior IT Technician

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Salary: Scale 4

Purpose of the post: To provide technical support and maintenance services for the IT provision across the schools in the Laurus Trust.

Reporting to: Network Manager

SUMMARY OF RESPONSIBILITIES AND PERSONAL DUTIES:

<u>KEY AREAS</u>

Duties
- Installation, maintenance, integration/configuration and/or troubleshooting of ICT system, network equipment and Infrastructure, PCs, applications, AV equipment, projectors, third party software, peripherals
- Basic PC hardware repairs and upgrades, hardware and application deployment, replacement of consumables such as toner cartridge, projector bulbs etc.
- Support teaching staff in the use of applications (such as Office) including equipment and devices in assembly halls, offices and in classrooms
- Provide proactive 2nd line level support, prioritise daily support tasks, respond and follow-up support requests, supervising and delegating appropriate work to IT technicians where required
- User management, give advice on compatibility of hardware, applications and user requirements
- Support day-to-day operations of Network Infrastructure, Wireless system, Print management, mobile devices, helpdesk, and its documentations
- Maintenance of the school's backup, anti-virus protection and security procedures
- Maintain documentations including system manuals, schedules, equipment inventories, records etc.
- Basic IT Procurement and its documentation
- Support for the school's library, visitor management and catering systems
- Liaise with third party service providers to ensure operational effectiveness
- Assist with research and development for the ICT service and their implementation
- Identify failing systems and suggest solutions
- Take part of ICT team induction and user training for Trust staff
- Follow the Health and Safety guideline and instructions, regularly review the updates and report to
- the Network Manager if there is potential hazard
- Flexibility to travel between different sites of the Trust as required.
- To undertake any other duties which may be assigned to the post from time to time as directed by the Headteacher

Job Activities

General

- To undertake such other duties related to the work of the department appropriate to the post, as may be assigned
- To fulfil personal requirements, where appropriate, with regard to school policies and procedures, health, safety and welfare, emergency, evacuation and security
- To take responsibility for promoting and safeguarding the welfare of students in the school
- To work positively and inclusively with colleagues so that the School and Trust provide a workplace and deliver services that do not discriminate against people on the grounds of their age, sexuality, religion or belief, race, gender or disabilities.
- To work flexibly in the interests of the service. This may include undertaking other duties provided that these
- are appropriate to the employee's background, skills and abilities safety and welfare, emergency, evacuation and security.

Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Relevant experience	• Experience with IT orientated jobs or areas. • Technical knowledge of computer hardware. • Experience of installing & maintaining applications such as Microsoft Office. • Basic understanding of computer networks. • Experience of using Windows, Mac OS or Linux operating systems.	•Experience of working with young people in a school/community environment. • Experience of using iOS tablet devices. • Experience using Audio/Visual equipment.	Application form, Interview and Task
Education and training	• Minimum Maths & English GCSE (A*-C) or equivalent. • Vocational qualification(s) relevant to the post.	• Appropriate degree status • Evidence of recent professional training and certification	Application form and Interview
Special Knowledge and skills	• Ability to think logically and demonstrate problem solving skills. • Ability to multi-task and work under pressure when dealing with multiple requests for IT support. • Ability to work well as part of a team.	• Experience of video editing. • Experience with task delegation where appropriate.	Application form, Interview and references
Any additional factors	• Good communication and interpersonal skills. • Ability for flexible working hours • Enthusiasm and commitment to hard work. • The Trust is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. • Vibrant, creative individual with drive and enthusiasm. • Valid driving license and the ability to travel between Trust sites.	• Familiarity with Health & Safety regulations. • Willingness to commit to ongoing Professional Development. • Ability to work at heights.	Application form and Interview

July 2019

The Trust is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment.